EMPLOYMENT ONTARIO

Ontario's employment & training network

# Appliance Service Technician Apprenticeship Program

An **appliance service technician** installs, services, and repairs major electrical appliances.

Appliance service technician is a **non-restricted certified** trade regulated by the Apprenticeship and Certification Act. On successfully completing the apprenticeship program, a person working in this trade is entitled to a Certificate of Apprenticeship and can challenge the trade examination to obtain a Certificate of Qualification.

**Entrance requirements**
Grade 12 or equivalent

**Program duration**
About three and a half years or as determined by industry guidelines

**Work description**
An appliance service technician is a person who:

- listens and responds to customer concerns
- reads and interprets work orders and manufacturer's specifications, and follows service manual instructions
- installs, services, and repairs electrical appliances, such as air conditioners, washers and dryers, refrigerators, stoves, and microwave ovens
- uses specialized tools to test, calibrate, adjust, and fabricate components of appliances
- explains repair work and demonstrates operation of repaired appliance to customer's satisfaction
- carries out precision dimensional and surface measuring, inspection, and verification of parts
- knows and complies with relevant government regulations

## ON-THE-JOB TRAINING

At the time of registration, an apprentice receives an **Apprenticeship Training Standard**, which outlines the skills training objectives to be met or competencies to be acquired on the job. These competencies equip an apprentice to work in the trade as a certified skilled worker or "journeyperson". The employer or sponsor or trainer of an apprentice signs the relevant section of the training standard to indicate the progress of the apprentice in meeting individual training objectives. This signature demonstrates that an apprentice has learned the skills established by industry that are essential for being a skilled worker.

## IN-SCHOOL TRAINING

Appliance service technician apprentices require three levels of theoretical training. Depending on availability at the chosen delivery agency, this training may be completed in one of the following ways:

- block release (full-time, 8 weeks for each level)
- day release (1 day per week, from September to June for each level)
- part-time (generally night-school programs)

At the time of registration, the training consultant discusses the schooling options with the apprentice to determine the most suitable arrangements for the apprentice and the sponsor/employer.

In-school training for appliance service technician apprentices includes instruction in:

- applied safety procedures
- principles of electricity
- schematics interpretation
- operation of motors and motor components
- diagnosis and repair of major electrical appliances
- gas appliances, including components, connections, and operating characteristics
- properties and handling of propane and natural gas
- gas piping and tubing systems
- tools and test equipment
- relevant government legislation

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Ontario

# APPRENTICESHIP FACT SHEET

## Apprenticeship – What is it and how does it work?

Apprenticeship is a hands-on training program for people who want to work in skilled trades or occupations. About 90% of apprenticeship involves on-the-job training by sponsors of training or employers. The remainder involves related theoretical training, usually obtained at a college of applied arts and technology or another approved training delivery agency.

Training agreements between apprentices and their training sponsor or employer are prepared by training consultants at the Ministry of Training, Colleges and Universities. In accordance with legislation, each training agreement is an individualized contract or training plan between a person who wants to learn a skilled trade and a training sponsor or an employer.

Apprentices and training sponsors or employers benefit from apprenticeship training. Apprentices learn to become qualified tradespeople or "journeypersons", while training sponsors or employers gain highly skilled employees with up-to-date knowledge and work techniques. Jobs in skilled trades provide challenging work and good careers.

## How long does an apprenticeship last?

Most apprenticeships take two to five years to complete, depending on the trade. At the time of registration, prior education and related work experience are considered, where appropriate, to potentially reduce the length of the program. Flexible in-school training options are generally available to meet the specific needs of apprentices and their training sponsor or employer.

## How does a person register for an apprenticeship?

When a person who wants to be an apprentice has found a training sponsor or employer willing to engage in apprenticeship training, either the person or the training sponsor or employer should contact the local apprenticeship office. A training consultant will arrange a meeting at the workplace to assess the ability of the training sponsor or employer to train and assess the person, prepare the training agreement or contract, and initiate the training.

## Can a student start an apprenticeship while attending high school?

Yes. The Ontario Youth Apprenticeship Program offers students who have completed Grade 10 an opportunity to become registered apprentices while finishing high school. Eligible students should contact their guidance counsellor, technical director, or local apprenticeship office for more information.

## What is "Interprovincial" designation?

The Interprovincial Standards Program or Red Seal Program was established to provide greater labour mobility for skilled workers who wish to move from one part of Canada to another. It encourages the standardization of provincial/territorial training and certification programs. A Red Seal certificate is recognized by provinces participating in the program. Many Ontario trades are part of the Red Seal Program. In these trades, people who are eligible to challenge the trade examinations may, if successful, receive a Certificate of Qualification with a distinctive red seal that allows them to work in other provinces and territories.

## APPRENTICESHIP OFFICES

### Central District

| | |
|---|---|
| Toronto | (416) 326-5800 |
| Pickering | (905) 837-7721 |
| Mississauga | (905) 279-7333 |
| Barrie | (705) 737-1431 |

### Western District

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| Hamilton | (905) 521-7764 |
| Brantford | (519) 756-5197 |
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| London | (519) 675-7788 |
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### Eastern District

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| Pembroke | (613) 735-3911 |
| Peterborough | (705) 745-1918 |
| Belleville | (613) 968-5558 |

### Northern District

| | |
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| Sault Ste. Marie | (705) 945-6815 |
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| Thunder Bay | (807) 345-8888 |
| Kenora | (807) 468-2879 |

**Employment Ontario Website Address:**
www.ontario.ca/employmentontario

**Employment Ontario Hotline:** 1-800-387-5656
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